

## Transcript: Justin

**Mills-6350891631984640-6598153180233728**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Um, yes, my name is Bobby Harden. I recently, uh, signed up for coverage through this, um, with my, uh, temp agency, Partners Personnel. Okay. I was just wondering if, uh, that, those benefits have gone active yet. Yeah, let me check on that. So Partners Personnel, what's the last four of your social? 1417. And, and for security purposes, can you verify the home address, including city, state and zip code, Bobby? Yeah, it'll be 1125, uh, County Road 750, uh, Athens, Tennessee 3703, or 3730. And confirm your date of birth? Uh, December 23rd, 1996. And a good telephone number I have is 904-454-0410? Correct. And the email I have is workemail1223@yahoo? Yes, sir. Okay, so looking at my calendar, it looks like you became active in the coverage as of this past Monday, the 28th. Mm-hmm. So you should be receiving physical ID cards early next week. However, if you did call back tomorrow or Friday, we can potentially email the ID cards to you then. Um, because it does take the carrier at least 72 hours- Okay. ... to generate policy information. Okay, that'll be perfect. I'm at the, uh... I'm... The only reason I ask is I'm actually... I had a, uh, doctor's appointment scheduled for today, the earliest that they could get me. Um, and I was told that my benefits would go into effect, like, within a week of setting them up, so I figured it would already be in the works and it is. But, um, I'm here today, so if I can get that information sent over as soon as possible, that way I can let them know that I do have some kind of insurance. Um, yeah. Uh, I can place you on a brief hold to see if that information has been generated. But if not, um, you can have those providers reach out to us and we can provide eligibility or hand the phone over and I can provide them eligibility. Oh, okay. Perfect. Well, then, yeah, if you, uh, if you want to try the first way first and I will wait. Okay. Bear with me one second. Okay, Bobby? No problem. Thank you. You're welcome. So they are currently, um, trying to see if they can get me the information over so I have it Yeah. ... before they will... or they can do a, uh, like a verification of eligibility, uh, on the phone with you. So I'll just hand you the phone and step outside. I just need the... Yeah. Hello, Bobby. You still there? Yes, sir. Awesome. Thank you so much for holding. So I was able to pull your ID cards for you. Uh, so I went ahead and emailed those to the email that was on file. Email that you should be looking out for will be coming from info, that's I-N-F-O- Yeah. ... @benefitscentercard.com. I've, I've got it right here. Awesome. So, yes, sir, those are your email version of the ID cards. Uh, you should be receiving physical ID cards early next week. Okay? Perfect. Thank you so much. You've helped me in every way imaginable. You're welcome. Is there anything else I could help you out with today? Nope. I appreciate your time and effort. You have a wonderful day, sir. You do the same, okay, Bobby? All right. Bye-bye. All right.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Um, yes, my name is Bobby Harden. I recently, uh, signed up for coverage through this, um, with my, uh, temp agency, Partners Personnel.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I was just wondering if, uh, that, those benefits have gone active yet.

Speaker speaker\_1: Yeah, let me check on that. So Partners Personnel, what's the last four of your social?

Speaker speaker\_2: 1417.

Speaker speaker\_1: And, and for security purposes, can you verify the home address, including city, state and zip code, Bobby?

Speaker speaker\_2: Yeah, it'll be 1125, uh, County Road 750, uh, Athens, Tennessee 3703, or 3730.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: Uh, December 23rd, 1996.

Speaker speaker\_1: And a good telephone number I have is 904-454-0410?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the email I have is workemail1223@yahoo?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay, so looking at my calendar, it looks like you became active in the coverage as of this past Monday, the 28th.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So you should be receiving physical ID cards early next week. However, if you did call back tomorrow or Friday, we can potentially email the ID cards to you then. Um, because it does take the carrier at least 72 hours-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... to generate policy information.

Speaker speaker\_2: Okay, that'll be perfect. I'm at the, uh... I'm... The only reason I ask is I'm actually... I had a, uh, doctor's appointment scheduled for today, the earliest that they could get me. Um, and I was told that my benefits would go into effect, like, within a week of setting them up, so I figured it would already be in the works and it is. But, um, I'm here today, so if I

can get that information sent over as soon as possible, that way I can let them know that I do have some kind of insurance.

Speaker speaker\_1: Um, yeah. Uh, I can place you on a brief hold to see if that information has been generated. But if not, um, you can have those providers reach out to us and we can provide eligibility or hand the phone over and I can provide them eligibility.

Speaker speaker\_2: Oh, okay. Perfect. Well, then, yeah, if you, uh, if you want to try the first way first and I will wait.

Speaker speaker\_1: Okay. Bear with me one second. Okay, Bobby?

Speaker speaker\_2: No problem. Thank you.

Speaker speaker\_1: You're welcome.

Speaker speaker\_2: So they are currently, um, trying to see if they can get me the information over so I have it

Speaker speaker\_4: Yeah.

Speaker speaker\_2: ... before they will... or they can do a, uh, like a verification of eligibility, uh, on the phone with you. So I'll just hand you the phone and step outside.

Speaker speaker\_4: I just need the... Yeah.

Speaker speaker\_1: Hello, Bobby. You still there?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Awesome. Thank you so much for holding. So I was able to pull your ID cards for you. Uh, so I went ahead and emailed those to the email that was on file. Email that you should be looking out for will be coming from info, that's I-N-F-O-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... @benefitscentercard.com.

Speaker speaker\_2: I've, I've got it right here.

Speaker speaker\_1: Awesome. So, yes, sir, those are your email version of the ID cards. Uh, you should be receiving physical ID cards early next week. Okay?

Speaker speaker\_2: Perfect. Thank you so much. You've helped me in every way imaginable.

Speaker speaker\_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker\_2: Nope. I appreciate your time and effort. You have a wonderful day, sir.

Speaker speaker\_1: You do the same, okay, Bobby?

Speaker speaker\_2: All right. Bye-bye.

Speaker speaker\_1: All right.